

METHOD, SYSTEM, AND STORAGE MEDIUM FOR PROVIDING KNOWLEDGE MANAGEMENT SERVICES

ABSTRACT OF THE DISCLOSURE

5 An exemplary embodiment of the invention relates to a method, system, and storage
medium for providing knowledge management web services over a network. The system
comprises at least one computer workstation coupled to a server via the network; one or more
business applications executable via the server; a data storage device accessible to the server;
and a knowledge management enabling tool executing on the server. The knowledge
10 management enabling tool includes: a graphical user interface; at least one application
programming interface; a solution environment; and a knowledge management enabling
environment integrated with the business applications and the solution environment via the
application programming interface. The knowledge management enabling tool facilitates
receipt, classification, storage, and retrieval services relating to knowledge via the business
15 applications. The knowledge management enabling environment includes a repository including
a knowledge base which further comprises a metadata subcomponent configured to manage
structured data, a binary large object subcomponent configured to manage unstructured data, a
structuring component, a search component, and a collaboration component. Other
embodiments of the invention include a method and storage medium for implementing
20 knowledge management services.